# AccountLink Advantage

## User manual

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# What is AccountLink Advantage?

As part of our continuing commitment to serving your evolving energy needs, KCP&L now offers the convenience of doing business online. AccountLink Advantage (ALA) gives you tools to effectively track your energy costs and to plan and manage your energy budget, saving you time and resources.

AccountLink Advantage (ALA) allows KCP&L customers to access usage, payment, and billing information from their accounts 24 hours a day, seven days a week. ALA information is refreshed daily, so you can be sure the information you retrieve is always up-to-date.

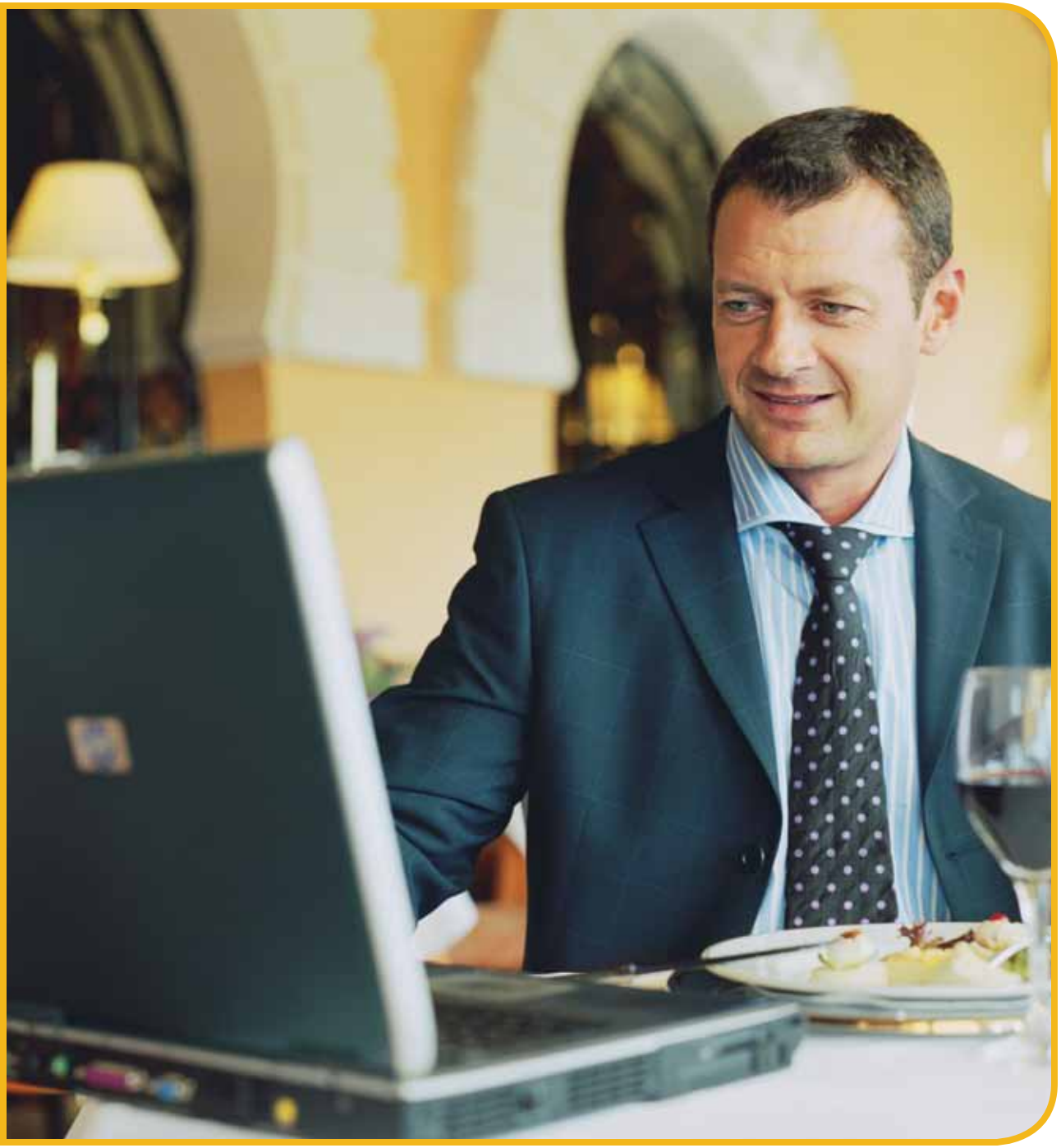
***It's like online banking, but better.***

# Your energy information

As a valued customer,  you have access to your energy information 24 hours a day, seven days a week. ALA information is refreshed daily, so you can be sure the information you retrieve is always up-to-date.

With ALA you can:

- Access your current bill
- Pay your bill online
- Benchmark your facilities
- View your payment transaction history
- View bar graph and chart of usage and maximum monthly demand
- See your daily energy usage at each location with appropriate KCP&L metering
- Customize reports to meet your needs
- View reports, including a history of your monthly electricity usage for each location



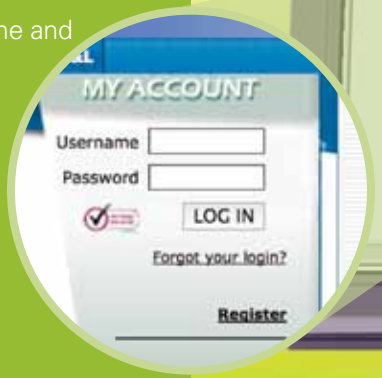
www.kcpl.com

# Logging in to your account

1. Once ALA setup is complete and youhave a username and password, go to theKCP&L Web site at ***www.kcpl.com***

2. Login here using your username and password

3. If you forgot your login or password, click the "Forgot your login" link to retrieve it



Manage Accounts

# Manage Accounts

- Add new categories and accounting codes
- Add descriptions that help you locate the appropriate accounts
- Update account information
- Designate accounts for different billing and payment options

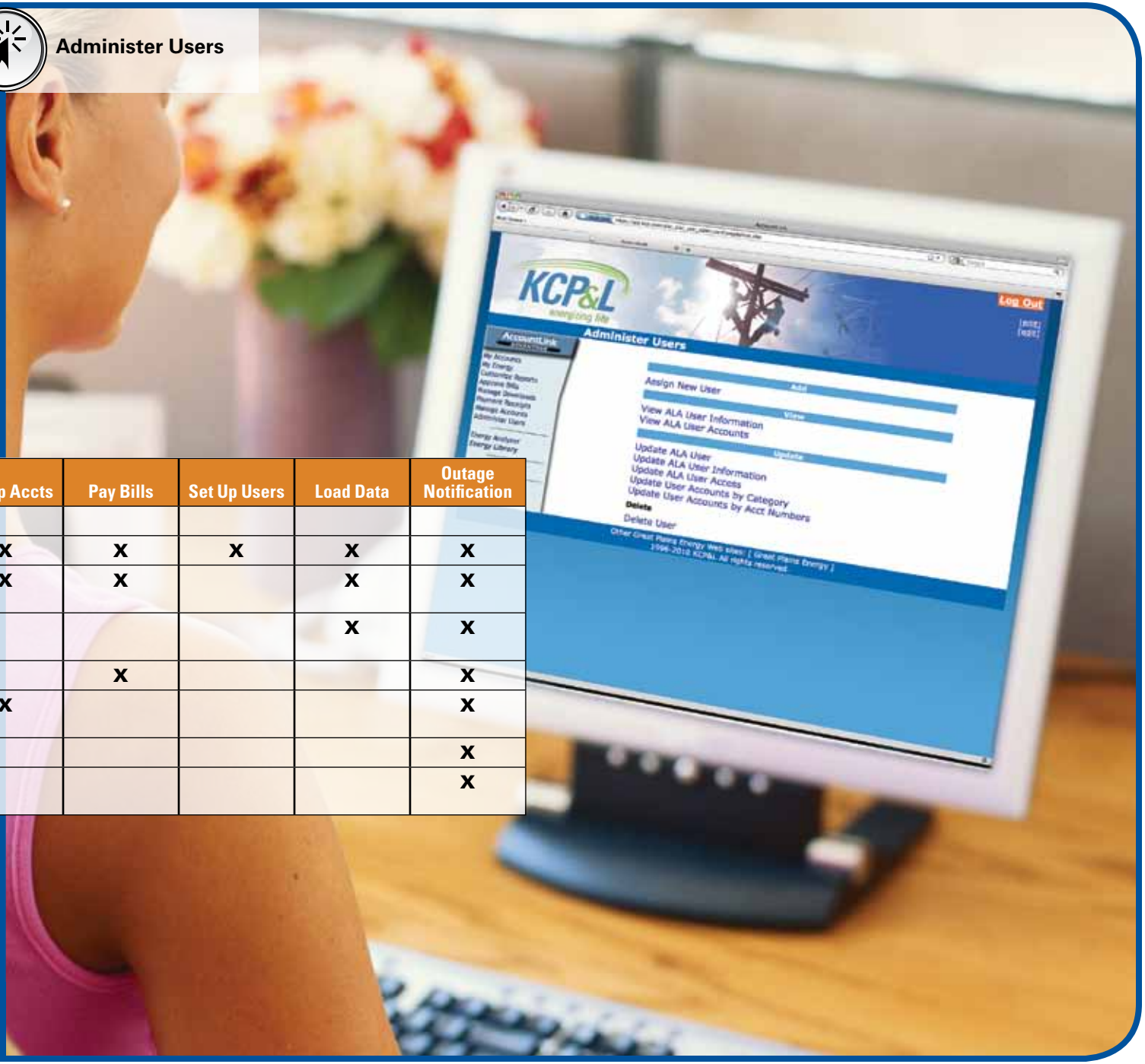
**Set your accounts up for Paperless Billing.**

- Click on **Manage Accounts** and then
- Click on **Designate Accounts** for Paperless Billing

# Administer Users

The "Administer" and "sub-Admin" has access to create and update users with different administration levels of access, if you have full administrator access.

| Function | View Screens | Set Up Accts | Pay Bills | Set Up Users | Load Data | Outage Notification |
|---|---|---|---|---|---|---|
| Group | | | | | | |
| Sub Admin | X | X | X | X | X | X |
| Manage & Pay Accts | X | X | X | | X | X |
| Manage Energy | X | | | | X | X |
| Pay Only | X | | X | | | X |
| Set Up Accounts | X | X | | | | X |
| View Only | X | | | | | X |
| Outage Notification | | | | | | X |



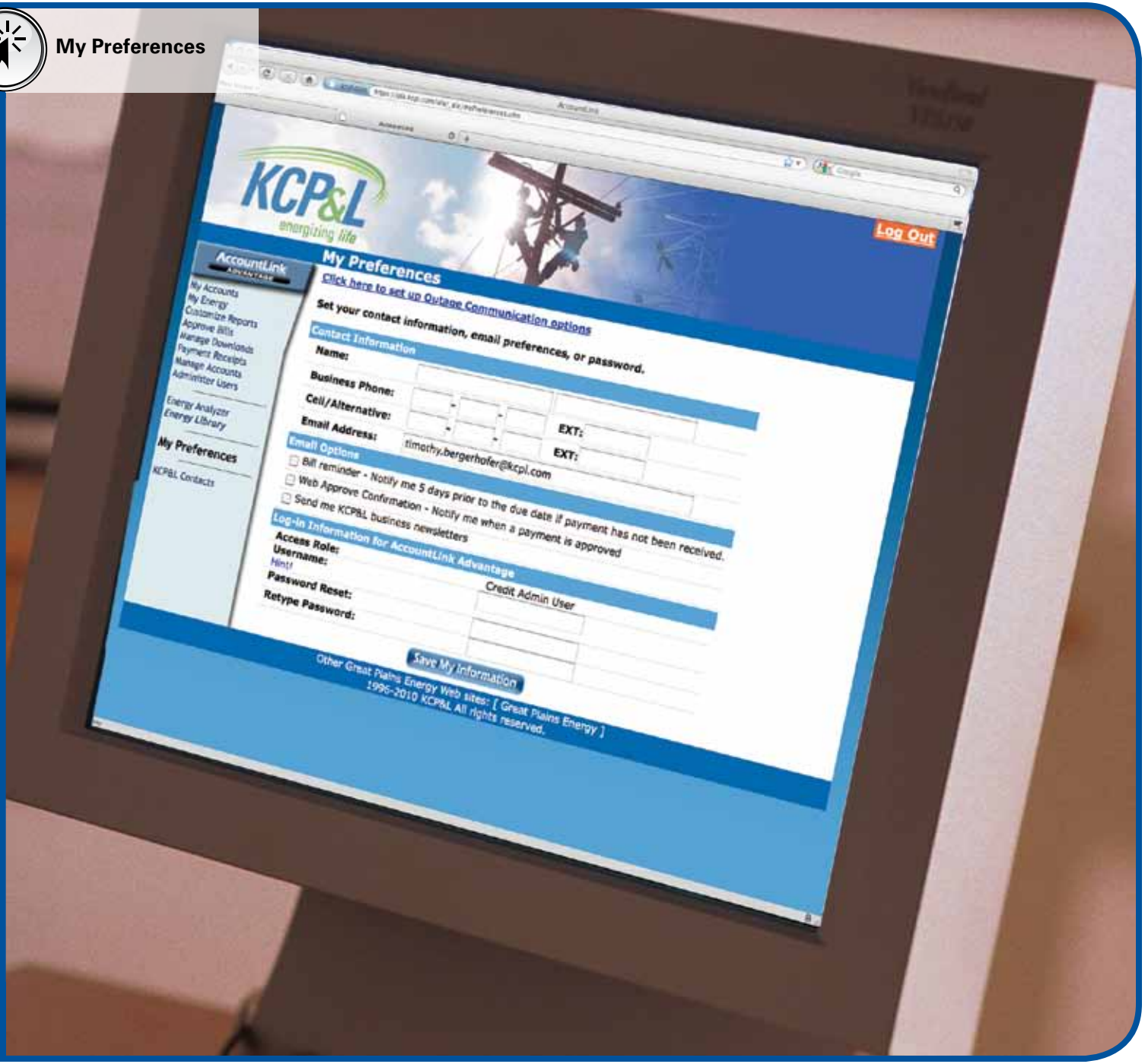
My Preferences

# My Preferences

Update your contact information, e-mail preferences, or password.

See next page for setting up "automated outage notification"

**User Tip:**
**Get bill reminders and notifications e-mailed to you.**



My Preferences

# Outage Notifications

Go to "My Preference" to complete your contact information and register for the automated outage notification

- Click on the box to acknowledge the disclaimer
- Fill in your contact information
- Select the method of receiving automated notification; e-mail, text and/or phone
- Select the messages you want to receive; KCP&L is aware of outage, hourly updates; crews are in route with estimated restoration; updated estimated restoration time; power has been restored and/or summary of action taken to restore power.
- Select the addresses to activate the restoration notification messages

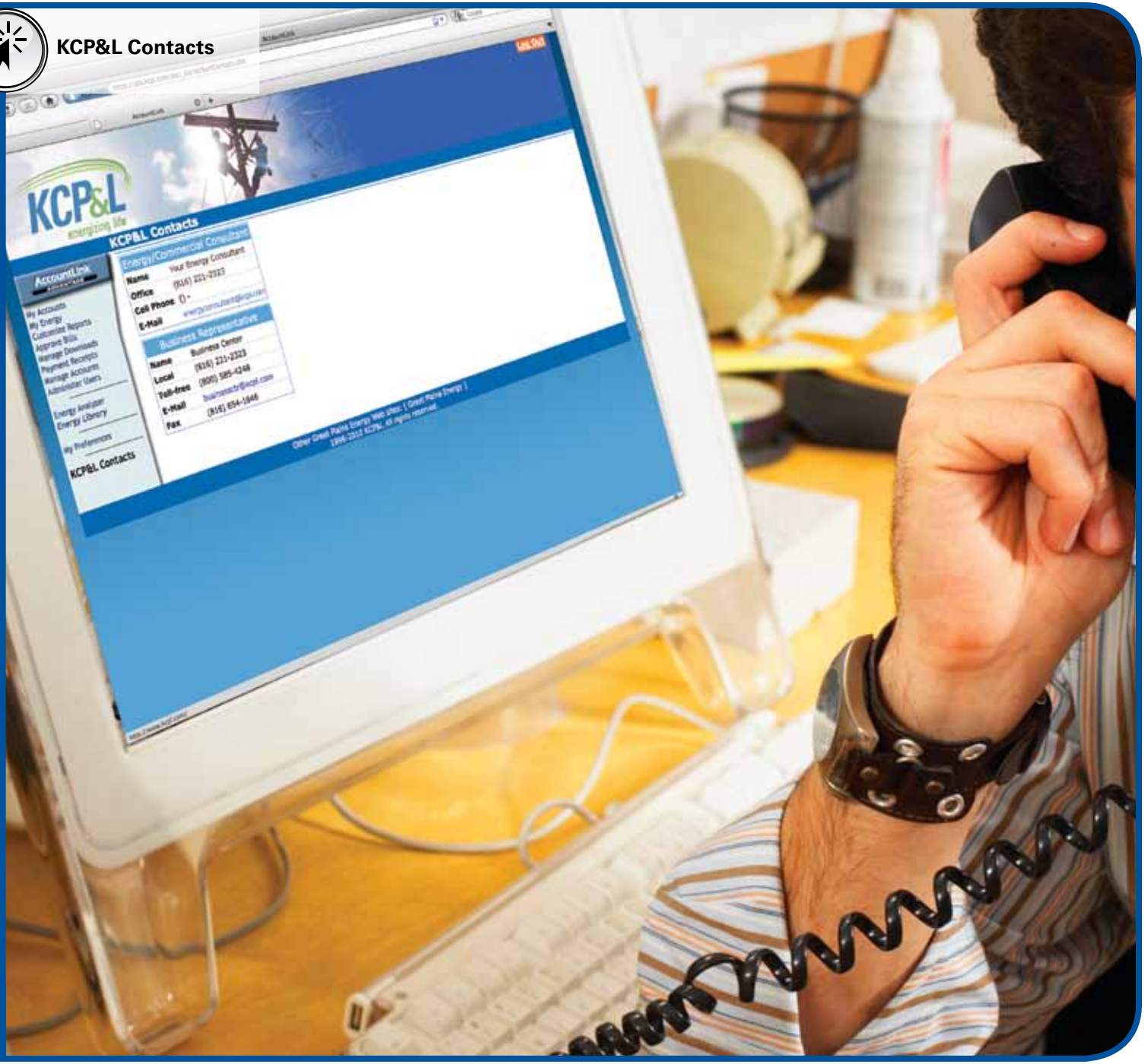
KCP&L
Power Status
Log Out
Any advisory or estimate is no more than a good faith effort to provide some information or guidance to customers. An advisory or estimate is not a guarantee or a statement of fact that customer's should rely upon when making plans.
I understand the limitations of this information and take responsibility for its use. I will renew this agreement every 6 months.
Contact Information
Name:
Business Phone:
Cell/Alternative
Pager Address:
Email Address:
Text Msg Address
View PowerWatch Map for area outages
Voice:
SMS Text:
Message Options
Confirm Outage is Known
Confirm Power Restored
Provide updates at one hour intervals
Update Restoration Estimate
Confirm Outage is Dispatched
Provide a Summary Report of Outage
Save My Selections
Select All

KCP&L Contacts

# KCP&L Contacts

On your account, the contact information for your personal Energy Consultant will appear here.

The Business Center gives you access to business representatives specifically trained to address billing and account questions.



Click on the logo or logout from any screen

# Logout / KCP&L Home

# Focus on Accounting-related Functions

AccountLink Advantage provides specialized functions and reports for users responsible for paying the bills, managing the accounts and budgeting for the future. This section outlines the Accounting related functions of AccountLink Advantage.

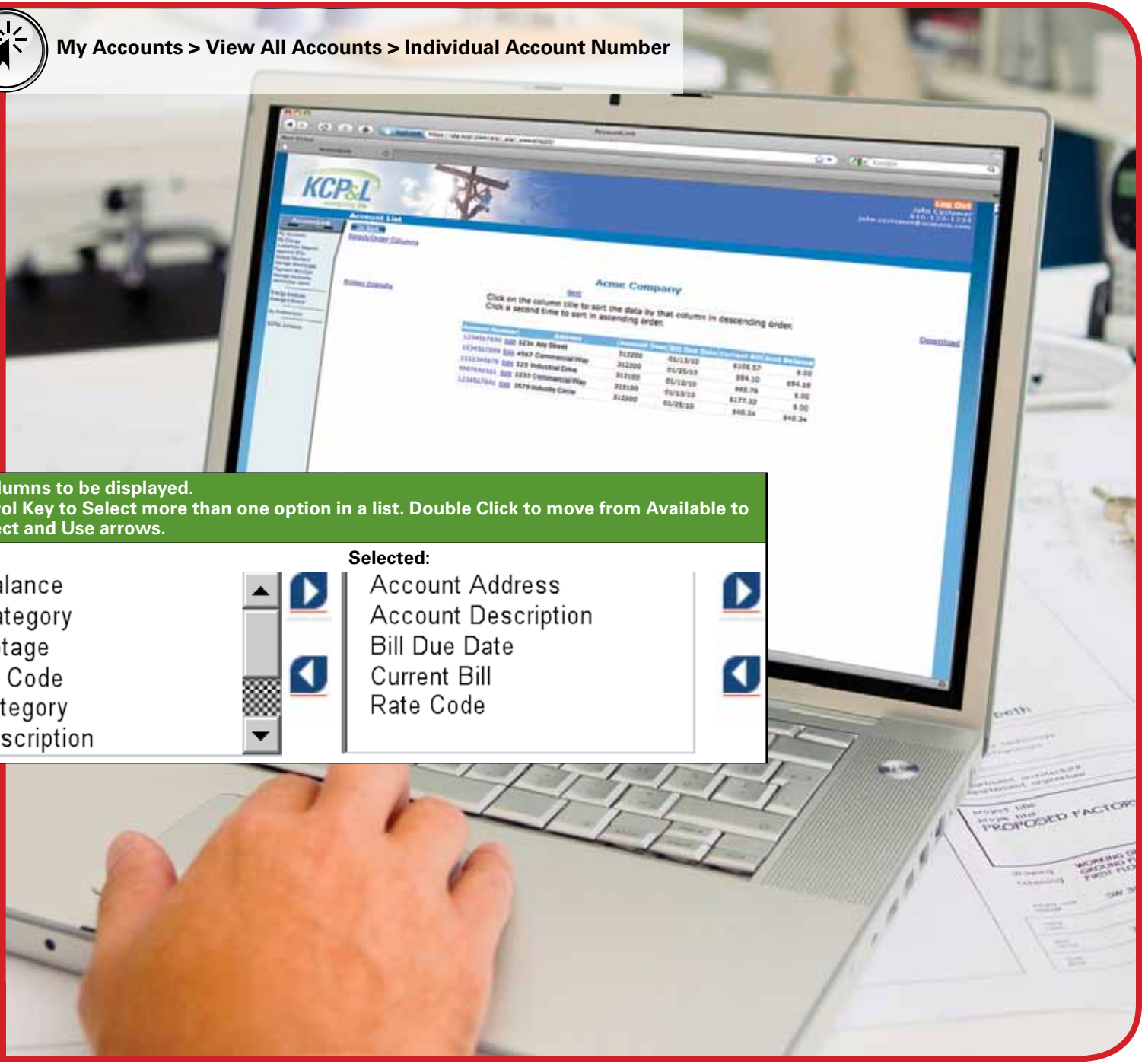
- Flexible ways of viewing all of your accounts in one location
- Ability to drill-down to an individual account to see current charges
- Custom data fields to support your accounting processes: Account Description, Building Description, Account Category, and Accounting Code.
- Multiple payment options including: Automatic Payment, Weekly Payments, Web Pay, and EDI.
- Detailed payment receipts with information about individual accounts
- Complete transaction history available online

# MY ACCOUNT

**My Accounts > View All Accounts > Individual Account Number**

Select "My Accounts" on left side of page. Click the Account Number to receive a detailed report for that individual account.

Click on the "Select/Order Columns" in the upper left section of screen to change data displayed.




**Step 1: Select columns to be displayed.**
**Hold down Control Key to Select more than one option in a list. Double Click to move from Available to Selected OR Select and Use arrows.**

| Available: | Selected: |
|---|---|
| Account Balance | Account Address |
| Account Category | Account Description |
| Square Footage | Bill Due Date |
| Accounting Code | Current Bill |
| Building Category | Rate Code |
| Building Description | |

Click on the "Save My Changes" button to return to report page.

My Accounts > View Options

# View Options

Click "View Options"

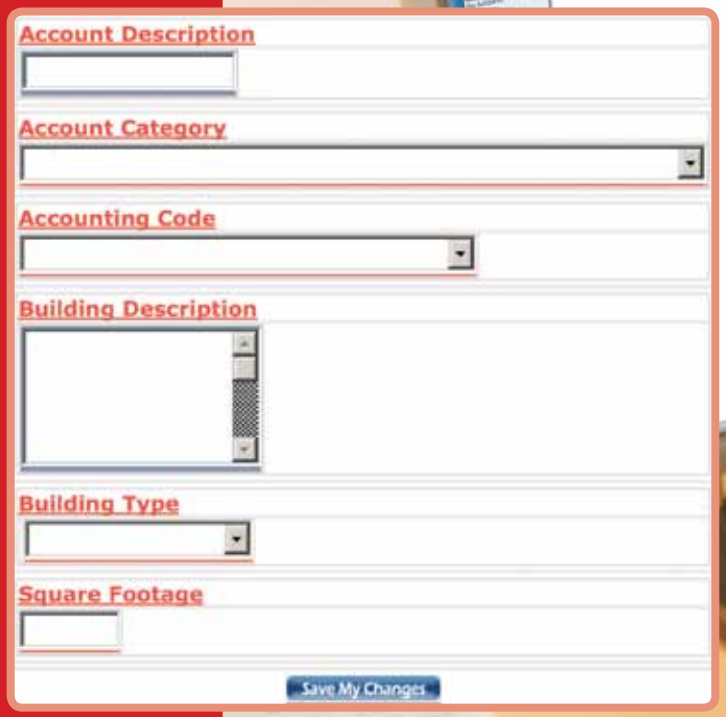
:ome back, John Smith.
have access to 30 accounts available in AccountLink
View Options
View All Accounts
View by Category
View by Due Date
12 Month Summary All Accts
12 Month Summary by Category
All Accounts-24 month history

Click on the header to sort by alpha or numeric.

My Accounts > View All Accounts > Individual Account Number
My Accounts > View All Accounts > Edit

# Individual Accounts

Click the ***Account Number*** to receive a detailed report for that individual account.



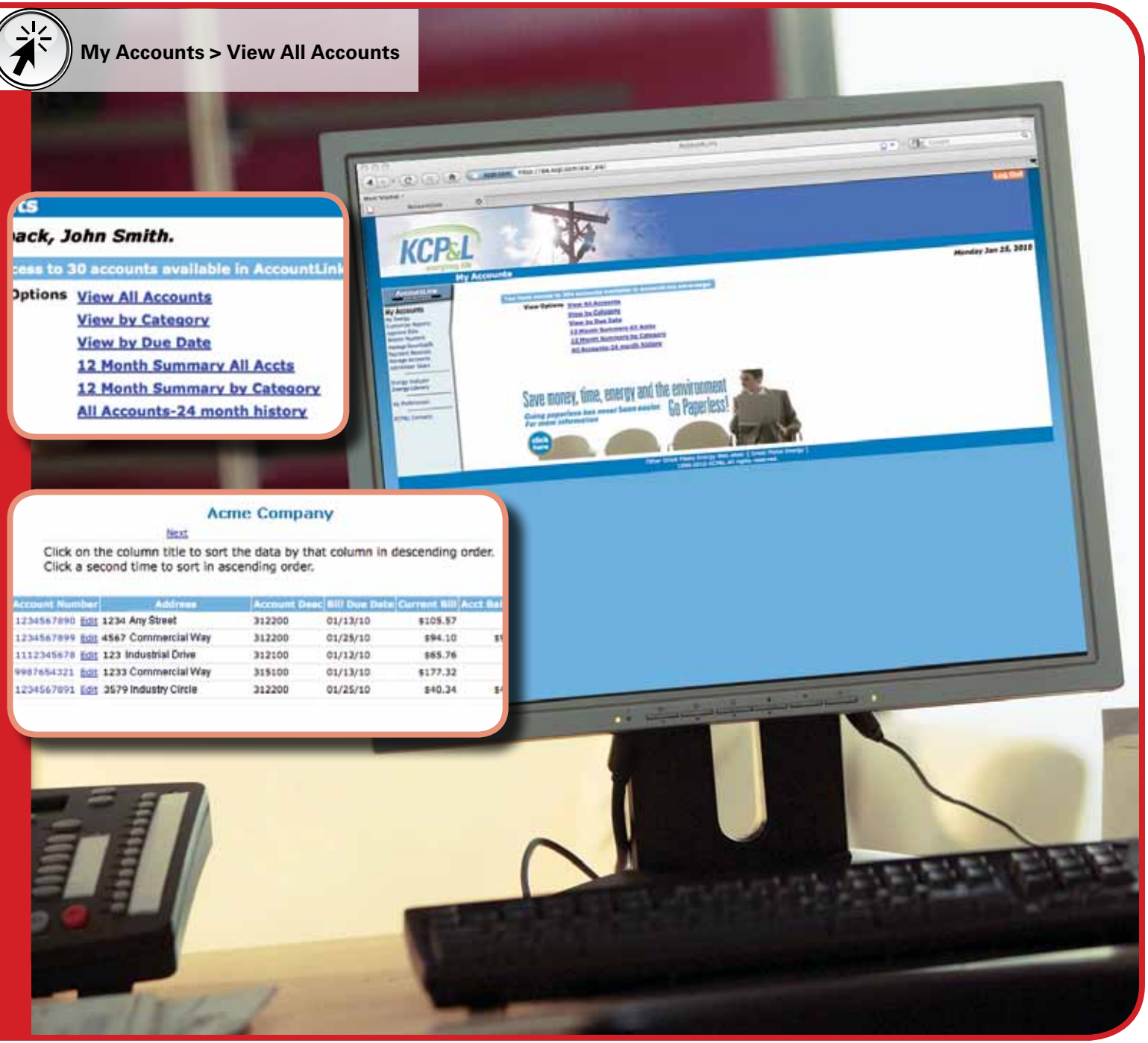

Click on "Save My Changes" to return to report page

My Accounts > View All Accounts

# All My Accounts

If you have more than 10 accounts, click ***View All*** to view all of your accounts with the ability to sort by account number, address, due date, bill amount and balance.

**User Tip:**
Click on the column title to sort the data by that column in descending order. Click a second time to sort in ascending order.

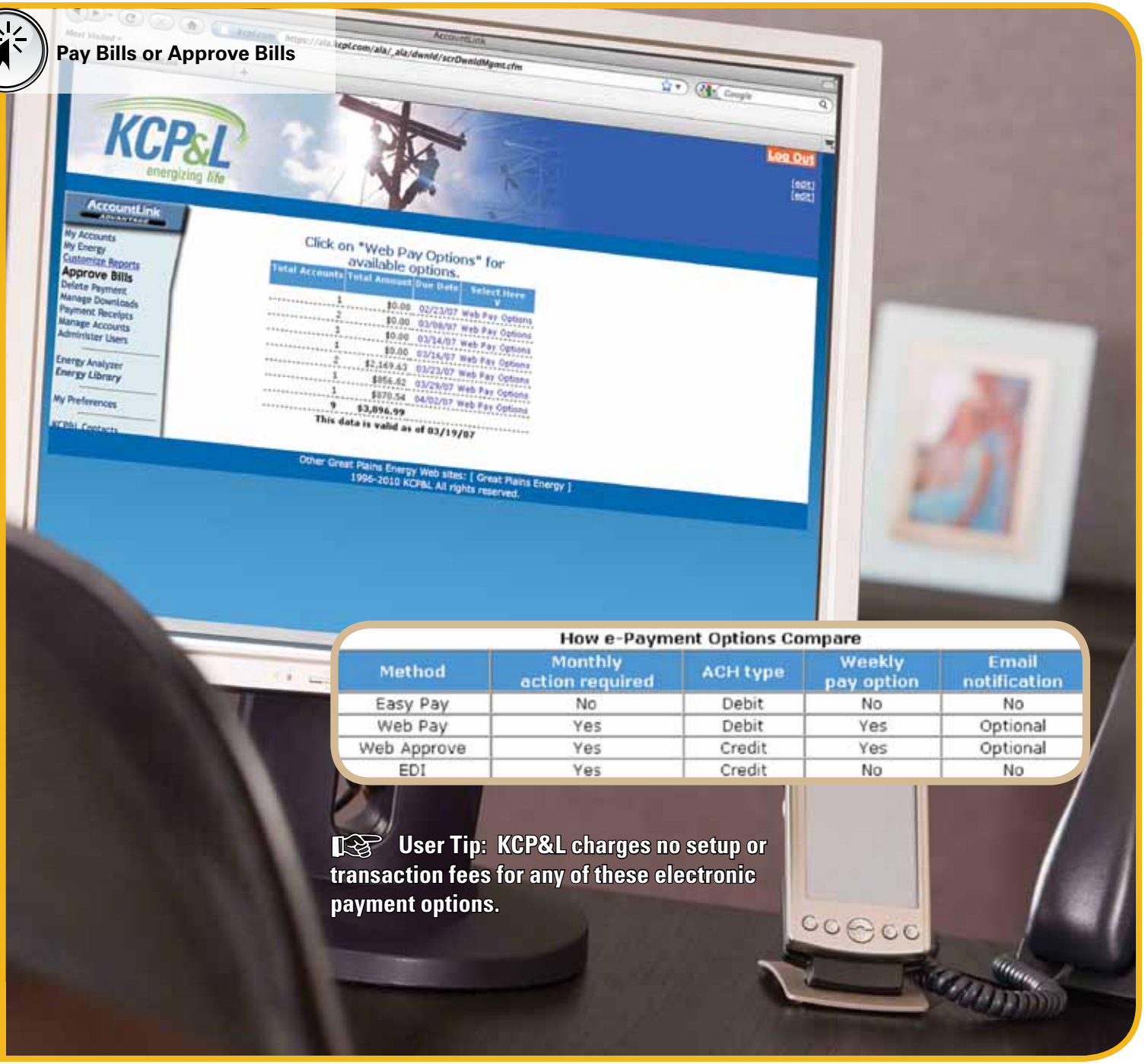

ack, John Smith.
ess to 30 accounts available in AccountLink
Options
View All Accounts
View by Category
View by Due Date
12 Month Summary All Accts
12 Month Summary by Category
All Accounts-24 month history
KCP&L
Save money, time, energy and the environment
Go Paperless!
Acme Company
Next
Click on the column title to sort the data by that column in descending order.
Click a second time to sort in ascending order.
Account Number
Address
Account Desc
Bill Due Date
Current Bill
1234567890 Edit 1234 Any Street 312200 01/13/10 $105.57
1234567899 Edit 4567 Commercial Way 312200 01/25/10 $94.10
1112345678 Edit 123 Industrial Drive 312100 01/12/10 $65.76
9987654321 Edit 1233 Commercial Way 315100 01/13/10 $177.32
1234567891 Edit 3579 Industry Circle 312200 01/25/10 $40.34

# E-payment Options

KCP&L offers multiple electronic payment methods designed to fit your business, optimize cash flow,keep operating costs down and avoid late fees:

- ***Automatic Pay***— direct payment from your checking account
- ***Web Pay***— online payment using ACH debit; both one-step and two-step approval options are supported
- ***Web Approve***— online authori-zation in support of ACH credit; two-step approval option available
- ***EDI***—electronic data interchange using NACHA CTX (corporate trade exchange) format

**Pay Bills or Approve Bills**




**How e-Payment Options Compare**

| Method | Monthly action required | ACH type | Weekly pay option | Email notification |
|---|---|---|---|---|
| Easy Pay | No | Debit | No | No |
| Web Pay | Yes | Debit | Yes | Optional |
| Web Approve | Yes | Credit | Yes | Optional |
| EDI | Yes | Credit | No | No |

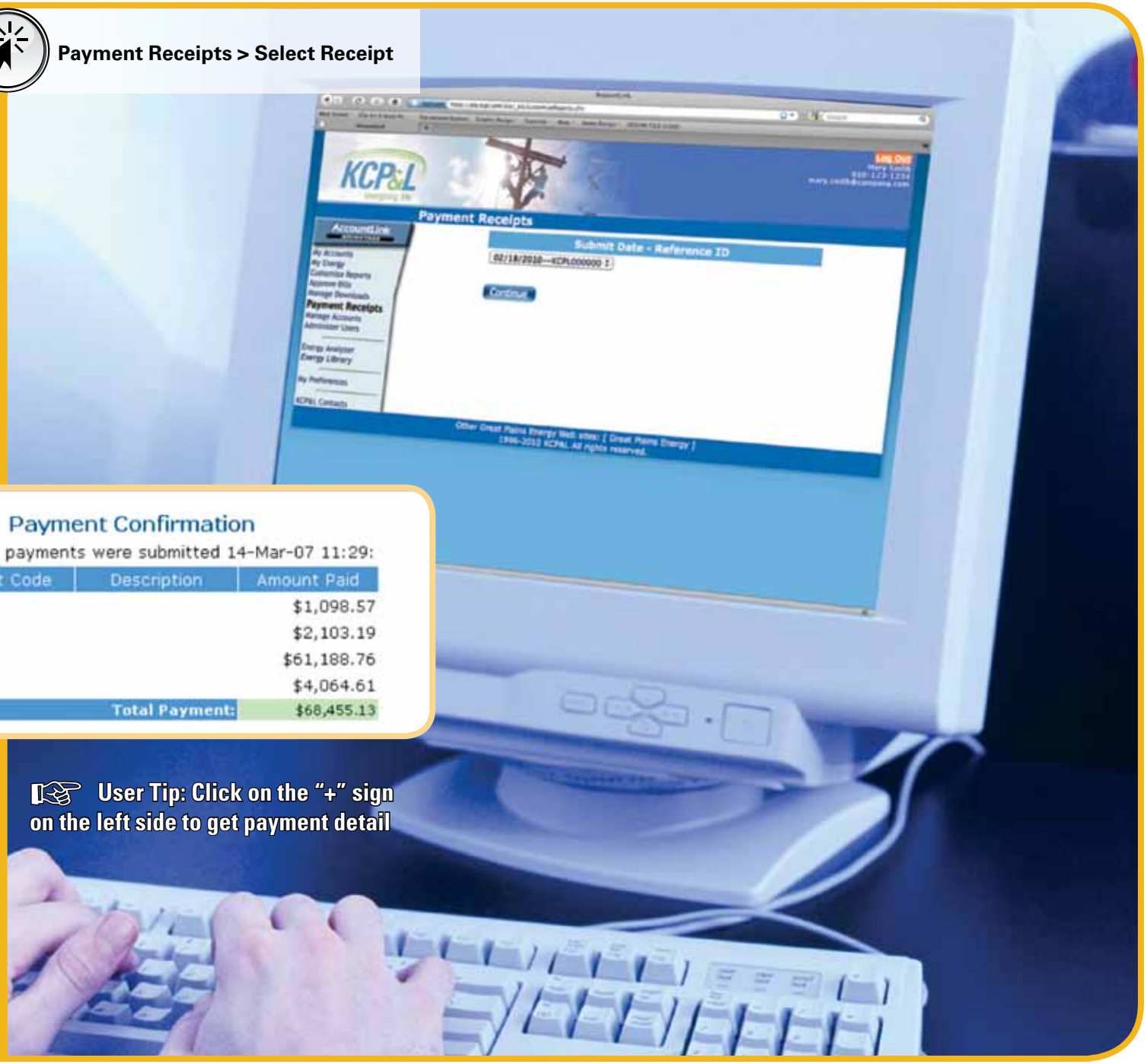
**User Tip: KCP&L charges no setup or transaction fees for any of these electronic payment options.**

**Payment Receipts > Select Receipt**

# Payment Receipts

Select the Submit Date from the drop down menu and hit continue.

A confirmation shows the payments made on that date.



# Focus on Energy Management-related Functions

By focusing on our customers needs, we recognized an opportunity to provide data reports for users responsible for managing, tracking, and forecasting energy use. This section outlines the Energy Management-related functions of AccountLink Advantage.

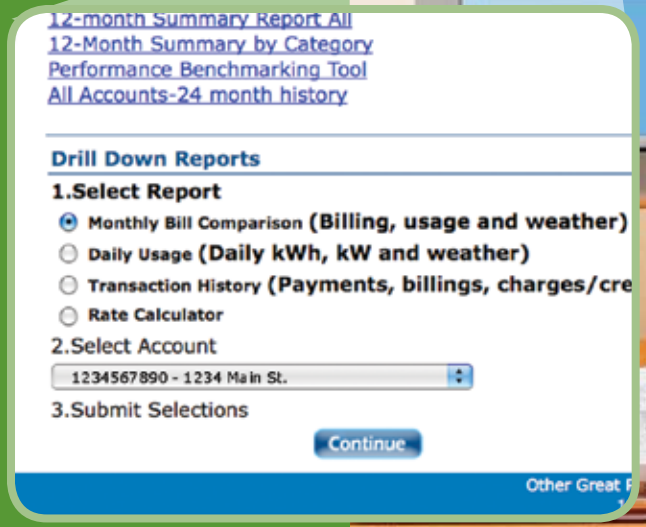
- Compare 24 monthly bills in an easy-to-use customizable chart with a graph of energy used
- Daily usage reports with graph including weather impact (not available in all areas)
- Customizable reports that allow you to see the information that is important to your business
- Benchmark your facilities performance against similar buildings in the KCP&L service territory
- Download your data into Excel-ready .csv files, including 60-months of history in our Carbon Footprint Data report.

# MY ENERGY

**My Energy**

"My Energy" lets you chose the account information you want, in a concise report format.

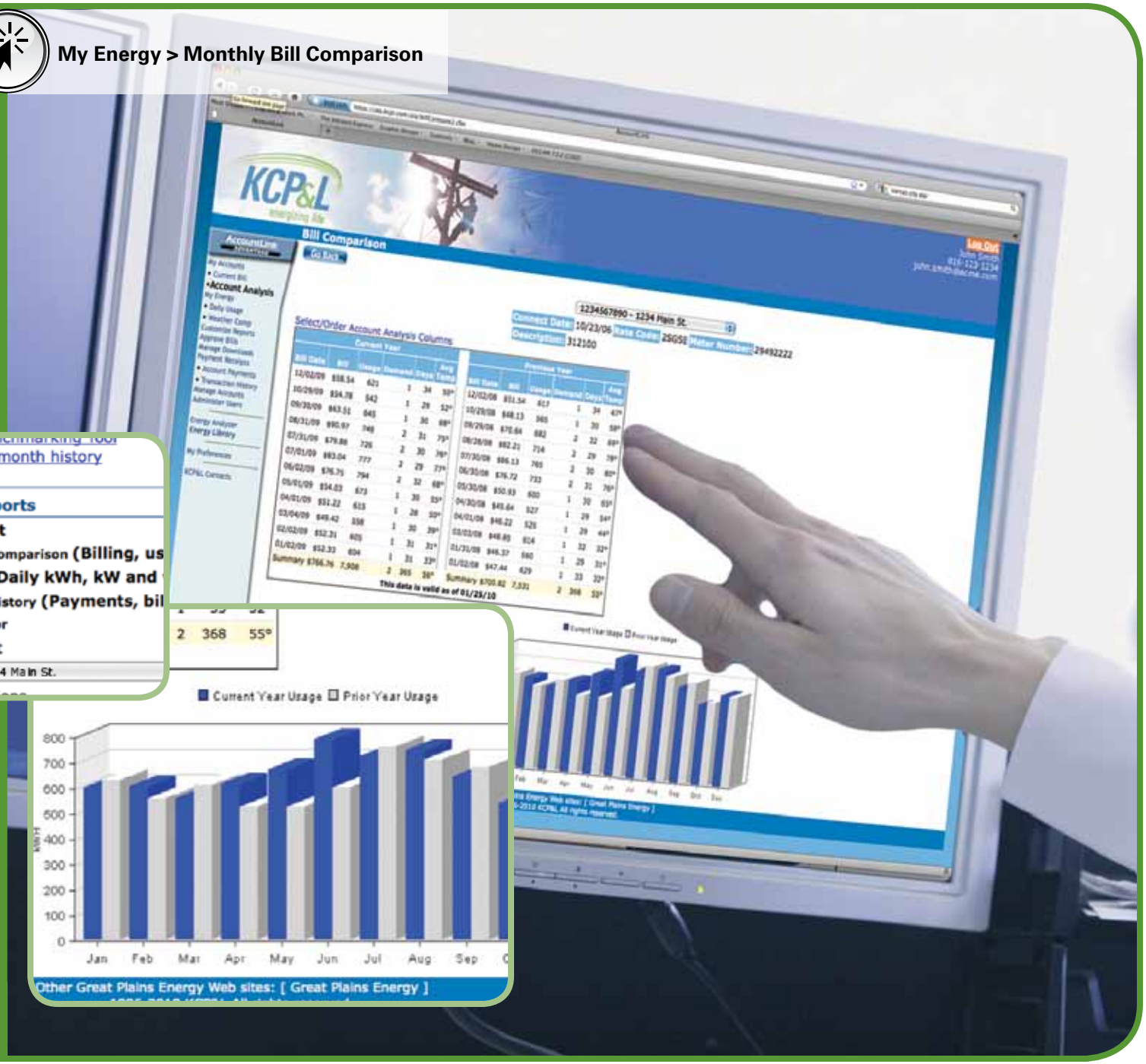
1. Select the ***Report*** that you want to see.
2. Select the ***Account*** that you want to see.
3. Click ***Continue*** to receive a detailed report for that individual account.



My Energy > Monthly Bill Comparison

# Monthly bill comparison

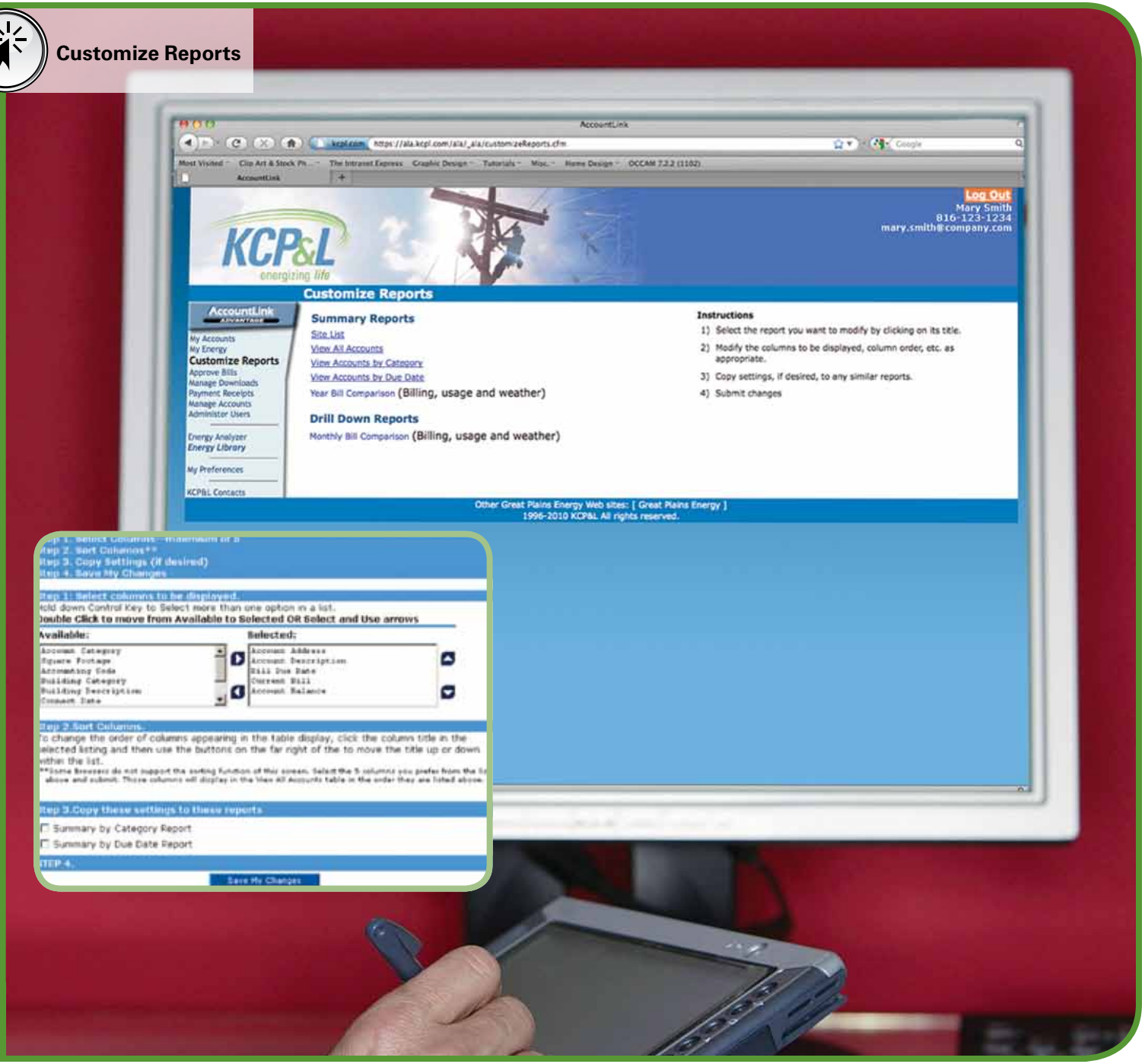
Charts and graphs are available showing 24 months of activity. The option is available to chart and graph the past 36 months of activity.



# Customize Reports

Customize the reports with the data you want.

1. Select the Report that you want to modify.
2. Modify the the way the columns are displayed.
3. Copy settings, if desired, to any similar reports.
4. Submit changes and view updated report.


KCP&L
energizing life
Log Out
Mary Smith
816-123-1234
mary.smith@company.com
Customize Reports
AccountLink
My Accounts
My Energy
Customize Reports
Approve Bills
Manage Downloads
Payment Receipts
Manage Accounts
Administer Users
Energy Analyzer
Energy Library
My Preferences
KCP&L Contacts
Summary Reports
Site List
View All Accounts
View Accounts by Category
View Accounts by Due Date
Year Bill Comparison (Billing, usage and weather)
Drill Down Reports
Monthly Bill Comparison (Billing, usage and weather)
Instructions
1) Select the report you want to modify by clicking on its title.
2) Modify the columns to be displayed, column order, etc. as appropriate.
3) Copy settings, if desired, to any similar reports.
4) Submit changes
Other Great Plains Energy Web sites: [ Great Plains Energy ]
1996-2010 KCP&L All rights reserved.
Step 3. Copy Settings (if desired)
Step 4. Save My Changes
Step 1. Select columns to be displayed.
Hold down Control Key to Select more than one option in a list.
Double Click to move from Available to Selected OR Select and Use arrows
Available:
Selected:
Step 2.Sort Columns.
Step 3.Copy these settings to these reports
Summary by Category Report
Summary by Due Date Report
STEP 4.
Save My Changes

# Performance Benchmarking Tool

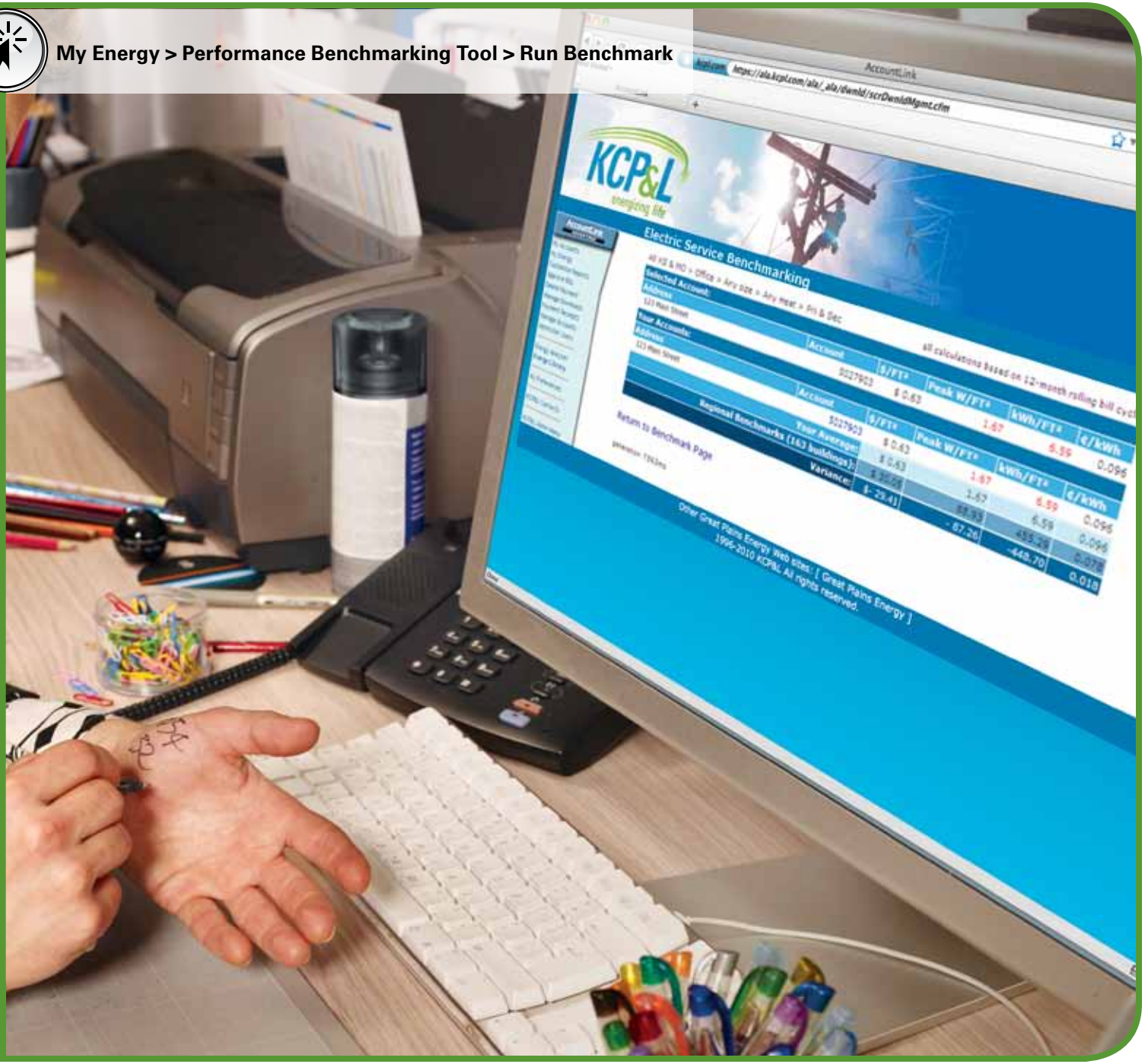
By entering some basic information about your building, you are able to participate in the Benchmarking Tool.

This tool provides anonymous comparisons of buildings in the Kansas City area to identify performance issues.

My Energy > Performance Benchmarking Tool > Run Benchmark

# Benchmark Your Facilities

Enter some information about your building and compare its performance to similar buildings in our service territory.



My Energy > Transaction History

# Transaction history

Tracking your transaction history allows you to monitor late fees and see additional debits or credits to your account.

All Accounts-24 month history
Drill Down Reports
1.Select Report
Monthly Bill Comparison (Billing, usage and weather)
Daily Usage (Daily kWh, kW and weather)
Transaction History (Payments, billings, charges/crec
Rate Calculator
2.Select Account
1234567890 - 1234 Main St.

# MY ENERGY

## Manage Downloads

You can download your data into Excel-ready .csv files, including 60-month history by premise in our Carbon Footprint Data Report.